

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: BUCHTEL et al.

Confirmation No.: 1802

Serial No.: 10/621,750

Group Art Unit: 3629

Filed: July 17, 2003

Examiner: Gabrielle A. McCormick

Title: METHODS FOR IMPROVING AN ORGANIZATION
USING CULTURAL CHARACTERISTICS DEFINED
BY LEADERSHIP FROM CUSTOMER RESEARCH

To: Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Response to Office Action

Dear Sir:

This paper is filed responsive to the Office Action mailed December 3, 2007, in connection with the above-designated U.S. patent application. Reconsideration and allowance of all claims of the application are respectfully requested in view of the Amendments and Remarks below.

Amendments to the Claims begin on page 2 of this paper.

Remarks begin on page 7 of this paper.